Training and Experience Evaluation

Information Technology Manager 2

Servicewide

The California civil service selection system is merit-based and eligibility for appointment is established through a formal examination process. This examination consists of a Training and Experience evaluation used to evaluate your education, training and experience relevant to the position.

This Training and Experience evaluation is a scored component accounting for 100% of your rating in the examination process. It is important to complete the questionnaire carefully and accurately. Your responses are subject to verification before appointment to a position.

Section 1: Tasks

Instructions:
Rate your experience performing specific job-related tasks.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every question and provide relevant examples. Also, indicate the references who can verify the information provided.

In responding to each statement, you may refer to your WORK EXPERIENCE, whether paid or volunteer, your EDUCATION, and/or FORMAL TRAINING COURSES you have completed.

PLEASE NOTE: This examination is designed to gain an overall assessment of your education, training, and experience as it directly relates to the duties and the knowledge, skills and abilities required for this position. Possession of specific education is **not** required to be successful in this examination; however, such achievements may substitute for desirable levels of experience. All components of this examination have been carefully validated by tying them directly to job requirements and documenting their relevance to the position.

1. Developing policies, standards, processes and/or procedures to ensure required technology governance.

2. Implementing policies, standards, processes and/or procedures to ensure required technology governance.

3. Ensuring program practices and processes are in compliance with laws, rules, regulations and policies.

4. Directing information technology staff to achieve individual, team and/or organizational success.

5. Providing guidance and support to information technology staff to achieve individual and/or team success.

6. Researching technology trends and changes in industry practices to recommend information technology strategies to fulfill an organization's vision.

7. Communicating information technology concepts to business stakeholders.

8.   Advocating for information technology solutions to improve business stakeholder services.

9.   Performing risk management activities to ensure mitigation of organizational risks (e.g., security, operational, disaster recovery, business continuity).

10.   Developing a portfolio of information technology projects to manage budgets, resources, project scopes and/or schedules in support of organization and strategic priorities.

11.   Developing plans for information technology maintenance and operations such as technology upgrades, schedules, budgeting, training, purchasing, and/or staffing.

12.   Managing multiple information technology teams with specialized skills and expertise to develop and implement organizational goals.

13.   Leading strategic planning sessions and workshops with stakeholders to develop information technology strategic plans in support of organizational goals.

14.   Developing, implementing and evaluating performance management standards to measure effectiveness of information technology services.

15.   Communicating technical information to a non-technical audience in clear language to aid in comprehension.

16.   Overseeing personnel (e.g., leading, mentoring, training, hiring, coaching) to develop and maintain high performing and collaborative teams.

17.   Utilizing project management principles to ensure timely completion of projects/assignments.

18.   Setting goals and priorities to allow for timely completion of work.

19.   Developing alternative solutions to problems by analyzing information and evaluating results to ensure the best possible outcome.